

Awareness: An Anti-virus Program for Humans

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Integrated Awareness Efforts

- ▶ Website
- ▶ News Articles
- ▶ Security Tips
- ▶ Calendar(s)
- ▶ Newsletters
- ▶ Posters
- ▶ Webinars
- ▶ Lunch and Learns
- ▶ Blogs
- ▶ Online courses
- ▶ Books
- ▶ Videos
- ▶ Training Catalog...



Website

- ▶ Main communication tool for your team
- ▶ Post (list) all other awareness activities here
- ▶ Have each of them point back to your website



Point to other helpful websites

- FTC <https://www.ftc.gov/>
- Stop.Think.Connect <https://www.dhs.gov/stopthinkconnect>

News Articles

- ▶ NSI - Security Sense (vendor Provided) or internally created
- ▶ Current issues and concerns
- ▶ Post to website
- ▶ Use to create Security Tips, Include in newsletter

Caution! Emails You Should Never Open

March 3, 2016

Despite the best efforts of security researchers, too many people are still falling prey to email scams. Whether it's a get-rich-quick scheme or a sophisticated spearphishing attack, here are some emails to steer clear of.

1. **The government scam.** These emails are made to look as if they come from government agencies, such as the IRS, FBI, or CIA. Believe us, if they want to get a hold of you, it won't be through email.
2. **The "long lost friend."** This scammer tries to make you think you know them, but might also be a contact of yours that was hacked.
3. **The billing issue.** These emails typically come in the form of legitimate-looking communications. If you catch one of these, log into your member account on the website or call the call center.
4. **The expiration date.** A company claims your account is about to expire, and you must sign in to keep your data. Again, sign in directly to the member website instead of clicking a link in the email.
5. **You're infected.** A message claims you're infected with a virus. Simple fix: Just run your antivirus and check.
6. **You've won.** Claims you won a contest you never entered. You're not that lucky; delete it.
7. **The bank notification.** An email claiming some type of deposit or withdrawal. Give the bank a call to be safe.
8. **Playing the victim.** These emails make you out to be the bad guy and claim you hurt them in some way. Ignore.
9. **The security check.** A very common phishing scam where a company just wants you to "verify your account." Companies almost never ask you to do this via email.



Security Tips

Cyber Security Tip

Despite the best efforts of security researchers, too many people are still falling prey to email scams. Whether it's a get-rich-quick scheme or a sophisticated spearphishing attack, there are some emails you should steer clear of. Read the SECURITYsense article, "Caution! Emails You Should Never Open," to learn more.

URL: <https://your.website.gov/2016/caution-emails-never-open/>

- ▶ Create from News Articles
- ▶ Post to the website and your organizational internal news page
- ▶ Can also Include in
 - ▶ A monthly printed calendar
 - ▶ A newsletter

Calendar

- ▶ Annual calendar
- ▶ Topics feed into Newsletter article selection
- ▶ Topics feed into Webinar topic and speaker selection
- ▶ List rules of behavior or other important information on the back
- ▶ Post to website

<p>Privacy of Information Data Privacy Day, held annually on January 28, encourages everyone to make the protection of privacy and data a greater priority in their lives. Everyone needs to be aware of the personal and private data others have entrusted to us and remain vigilant and proactive about protecting it.</p> <p>January 2015</p>  <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>Th</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> </tr> <tr> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> </tr> <tr> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</td> </tr> </tbody> </table>	S	M	T	W	Th	F	S					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	<p>Spam & Phishing Spam and phishing are not limited to just email. They are also prevalent on social networking sites. The same rules apply on social networks. When in doubt, throw it out. This rule applies to links in online ads, status updates, tweets and other posts.</p> <p>February 2015</p>  <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>Th</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> <tr> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> </tr> <tr> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> </tr> <tr> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> </tr> </tbody> </table>	S	M	T	W	Th	F	S	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	<p>Securing Your Home Computer To protect your home network you need to have the right tools in place and confidence that family members can use the Internet safely and securely. The first step is to make sure all of your Internet-enabled devices have the latest operating system, web browsers and security software.</p> <p>March 2015</p>  <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>Th</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> <tr> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> </tr> <tr> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> </tr> <tr> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> </tr> <tr> <td>29</td> <td>30</td> <td>31</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S	M	T	W	Th	F	S	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31					<p>Telework Telework refers to the ability to work from anywhere. Be sure you review security and privacy policies to ensure that security and confidentiality are maintained at all times.</p> <p>April 2015</p>  <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>Th</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> </tr> <tr> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> </tr> <tr> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> </tr> <tr> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> </tr> <tr> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> </tr> </tbody> </table>	S	M	T	W	Th	F	S						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30																												
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<p>Social Media & Passwords Social media is an integral part of our online lives. Information Technology allows us to stay connected with others, but there are risks. Take the time to review and adjust privacy settings to protect your personal data and postings.</p> <p>May 2015</p>  <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>Th</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> </tr> <tr> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> </tr> <tr> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> </tr> <tr> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> </tr> <tr> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> </tr> <tr> <td>31</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S	M	T	W	Th	F	S						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31							<p>National Internet Safety Month June has been designated as National Internet Safety Month to help raise awareness about staying safe online, learn about cyber security issues that we face today and know what tools are available to protect your personal information.</p> <p>June 2015</p>  <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>Th</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td></td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> </tr> <tr> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> <tr> <td>28</td> <td>29</td> <td>30</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S	M	T	W	Th	F	S	1	2	3	4	5	6		7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30					<p>Mobile Devices & BOYD Take the same precautions with your mobile devices as you do your computer. Using a mobile device to access NASA resources must be done securely and must meet and maintain a minimum set of security requirements.</p> <p>July 2015</p>  <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>Th</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> </tr> <tr> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> </tr> <tr> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> </tr> <tr> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> </tr> <tr> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> </tr> <tr> <td>31</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S	M	T	W	Th	F	S						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31							<p>Malware Malware, short for malicious software, is any software designed specifically to damage or disrupt computer operation, gather sensitive information, or gain access to a computer system. Criminals use malware to steal personal information, send spam, and commit fraud.</p> <p>August 2015</p>  <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>Th</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> </tr> <tr> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> </tr> <tr> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> </tr> <tr> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> </tr> <tr> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> </tr> <tr> <td>30</td> <td>31</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S	M	T	W	Th	F	S							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31					
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For additional information and tips, visit the IT Security Awareness and Training Center
<https://your.website.gov/itsatc/>

Another Calendar

- ▶ Monthly calendar
- ▶ All training events listed on the dates they occur
- ▶ Other important dates listed also

February Training Schedule

- **Risk Management**
2/4 - 2/5 (9AM - 4PM) Room B322
- **Security and the Role of the COR/GTL**
2/6 (9AM - 5PM) Room B322
- **CMS ISSO Training**
2/18 - 2/20 (9AM - 5PM) Room B310
- **S-CoE Meeting**
2/20 (12PM - 2PM) Room C112
- **ISSO Monthly Meeting**
2/26 (1PM - 2:00PM) Room C114

Security Tip of the Month

Recognizing and Avoiding Spyware

The following symptoms may indicate that spyware is installed on your computer

- ⇒ you are subjected to endless pop-up windows
- ⇒ you are redirected to web sites other than the one you typed into your browser
- ⇒ new, unexpected toolbars appear in your web browser
- ⇒ new, unexpected icons appear in the task tray at the bottom of your screen
- ⇒ random Windows error messages begin to appear
- ⇒ your computer suddenly seems very slow

To avoid unintentionally installing it yourself, follow these good security practices

- ⇒ Don't click on links within pop-up windows
- ⇒ Choose no when asked unexpected questions
- ⇒ Be wary of free downloadable software
- ⇒ Don't follow email links claiming to offer anti spyware software

Reference: <http://www.us-cert.gov/ncas/tips/STP-016>

February 2014

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Risk Management

Security & the Role of the COR/GTL

S-CoE

CMS ISSO Training

Washington's Birthday

Newsletter

- ▶ Quarterly, Monthly, Semi-annually
- ▶ Include
 - ▶ “Easter eggs”
 - ▶ Interviews
 - ▶ Security cartoons

May 2014 Issue 12



INFORMATION TECHNOLOGY DEFENDER

From the OIMT Information Security Program

Inside this issue:

- 1-2** Is There Such a Thing as Privacy on the Internet?
- 2** Guidance on Use of Unauthorized External Systems to Conduct Government Business
- 3** FDA Wins at FISSEA
- 3** CDRH Organizational Awareness Day

Report an Incident

If you suspect lost, misplaced or stolen equipment, or a breach of Personally Identifiable Information (PII), notify your equipment manager **AND** contact the FDA Computer Security Incident Response Team (CSIRT) at:

- Email: SecurityOperationsandResponse@fda.hhs.gov or
- Toll Free Number: 855-5FDA-SOC (855-533-2762) (24x7)

Is There Such a Thing as Privacy on the Internet?

Have you ever Googled yourself? If you have, you might find a lot more than you bargained for. It is increasingly difficult to remain anonymous on the internet. A lot of the information you'll find on yourself online is already considered public information. For instance, when you buy a house, details of the transaction are recorded in the local courthouse, to include the purchase price and the names of the buyers and sellers.

It has become much easier to collect information about an individual by collecting public information and personal data you publish on social media sites (Facebook, Twitter, etc.). While there are certain things that will always be part of the public record (such as home sales), there are some things you can do to reduce your “digital footprint.”

Helpful Tips to Reduce Your Digital Footprint:

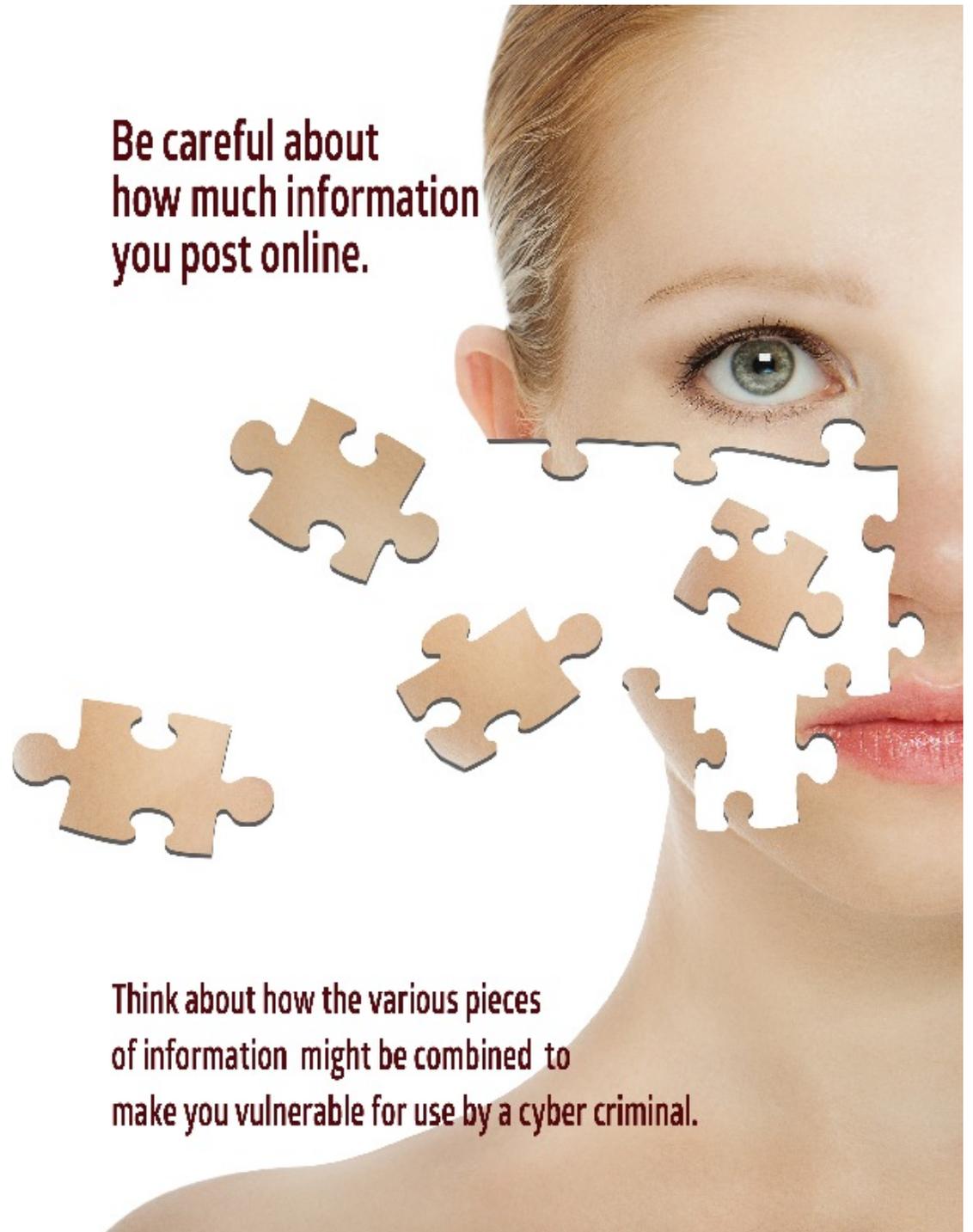
- If you are a Facebook user, make



Posters

- ▶ Monthly, quarterly
- ▶ Tie in with calendar themes
- ▶ Cover current Incident Response Management concerns
- ▶ Keep them simple (uncluttered)

Be careful about how much information you post online.



Think about how the various pieces of information might be combined to make you vulnerable for use by a cyber criminal.

Webinars

- ▶ Cover current topics of interest
- ▶ Follow monthly theme
- ▶ Offer technical and awareness topics
- ▶ Allow the learners to use webinar functionality (like chat for questions)
- ▶ Allow for interaction (Q & A) with the speaker



WEBINAR COUNTS AS 1 CPE

IT Security Awareness & Training Center

CYBER SECURITY WEBINAR

TOPIC: Social Networking
DATE: Thursday, February 25, 2016
TIME: 2:00 – 3:30pm Eastern
1:00 – 2:30pm Central
11:00 – 12:30pm Pacific

FEATURING:
Carl D. Willis-Ford,
Solution Architect, CSRA



Carl Willis-Ford started his career as a Nuclear Reactor Operator on fast attack submarines in the U.S. Navy. Post-Navy, he worked as a Federal Civilian Manager at Puget Sound Naval Shipyard until joining SRA (now CSRA) in 1997, where he currently works as a Senior Solution Architect. In 2013, he received the SRA Individual Excellence Award and was also named a Senior Member of the Information Systems Security Association. Willis-Ford is also a member of the Board of the Federal Information Systems Security Educators' Association (FISSEA).

He holds a B.S. in Computer Science, an M.S. in Network Security, an M.S. in Technology Management, and is currently pursuing a doctorate in Information Assurance at the University of Fairfax, where he is researching user compliance, training & awareness, and security governance.

To Register:
Log into SATERN and search for ITS- in the catalog. Select the Cyber Security Webinar entry. Select the register tab. Make sure to confirm registration. Questions? Contact: ITSATC@list.gov

Lunch and Learn

- ▶ **Open lines of communication** between IT Security and the employees
- ▶ Allow IT Security to share information in an **informal environment**
- ▶ Allow the employees an **opportunity to discuss** activities and ask questions regarding IT Security



Blogs

- ▶ For you
 - ▶ Training trends:
<http://elearningbrothers.com/20-elearning-blogs-you-simply-have-to-bookmark/>
 - ▶ Current security issues:
<http://krebsonsecurity.com/>
- ▶ For everyone
 - ▶ <https://staysafeonline.org/blog/>
- ▶ Post to your website, list in your training catalog

KrebsOnSecurity
In-depth security news and investigation

Latest Warnings / Tax Refund Fraud / The Coming Storm — 20 comments

06 Seagate Phish Exposes All Employee W-2's

MAR 16

Email scam artists last week tricked an employee at data storage giant **Seagate Technology** into giving away W-2 tax documents on all current and past employees, KrebsOnSecurity has learned. W-2 forms contain employee Social Security numbers, salaries and other personal data, and are highly prized by thieves involved in filing phony tax refund requests with the Internal Revenue Service (IRS) and the states.

Advertisement: Threacybercrim Q4. Get the late online attacks. Download.

StaySafeOnline.org
Powered by National Cyber Security Alliance

STOP | THINK | CONNECT

THE STAY SAFE ONLINE BLOG

MAR 9, 2016 6:39AM

President Obama Supports STOP. THINK. CONNECT.

By Michael Kaiser, Executive Director
On Feb. 9, 2016, President Obama announced the implementation of the Cybersecurity National Action Plan (CNAP). This plan specifically called for a new national cybersecurity awareness plan that will build off the STOP. THINK. CONNECT. campaign.

MAR 2, 2016 2:16PM

#ChatSTC Twitter Chat Transcript: Keeping Kids Cyber Safe & #CyberAware

By Kara Wright, Director of Digital Strategy
The Internet offers countless benefits and opportunities for kids, including learning, playing games, interacting with friends and family and expressing themselves. It's important, however, for kids to understand the potential risks that come with technology use, such as privacy concerns, identity theft, cyberbullying, phishing scams and other threats. Parents, educators and community members can all take action to secure today's online kids. Join this #ChatSTC to learn how you can start the online safety conversation with kids and help promote #CyberAware young digital citizens.

BLOG CATEGORIES:
General Online Safety
Botnets
National Cyber Security Awareness Month
Social Networking
Data Privacy Day
STOP. THINK. CONNECT.
Mobile
RE: Cyber

Online Courses

- ▶ On your Agency LMS
- ▶ Hosted by other vendors
- ▶ Freely available courses
 - ▶ Fed VTE
 - ▶ Other Agencies

The screenshot shows a web interface for an NIH online course. At the top, the NIH logo and 'National Institutes of Health' are on the left, and 'SECURE REMOTE COMPUTING' is in a red banner on the right. Below the banner, there's a navigation menu on the left with options: 'Audio Off', 'Introduction', '1 Remote Access at NIH', '2 Secure Electronic Connections', '3 Physical Security', 'Print Certificate', and 'Exit Course'. The main content area features a central image of a person in a blue suit walking through a parking garage with a car, overlaid with binary code. To the right of the image is a text box titled 'Secure Remote Computing' (1 of 2) containing text about the responsibility of protecting sensitive information. Below the image is a paragraph defining information security.

NIH National Institutes of Health
Turning Discovery Into Health

SECURE REMOTE COMPUTING

Audio Off Student Record (NIH only)

Introduction

1 Remote Access at NIH

2 Secure Electronic Connections

3 Physical Security

Print Certificate

Exit Course

Secure Remote Computing 1 of 2

The moment you leave your office with sensitive information and government-issued devices, you take the responsibility for their protection. Gone are the security guards, key card controlled access, agency firewalls, secure wired connections to the NIH network and many other safeguards found in the workplace. This is when you need to heighten your situational awareness—knowing what is going on around you—from both an electronic and physical perspective.

While you may think that some precautions are excessive, NIH information/data and computing resources are high value assets. Scientific and biomedical intellectual property, medical records, personally identifiable information (PII), email and other system accounts are subject to targeted attacks.

It's your responsibility to take necessary precautions and to follow the best practices contained in this course.

Information security is all about managing risks, making balanced decisions about performing your work with the appropriate level of security to ensure the confidentiality, integrity and availability of our data and information systems.

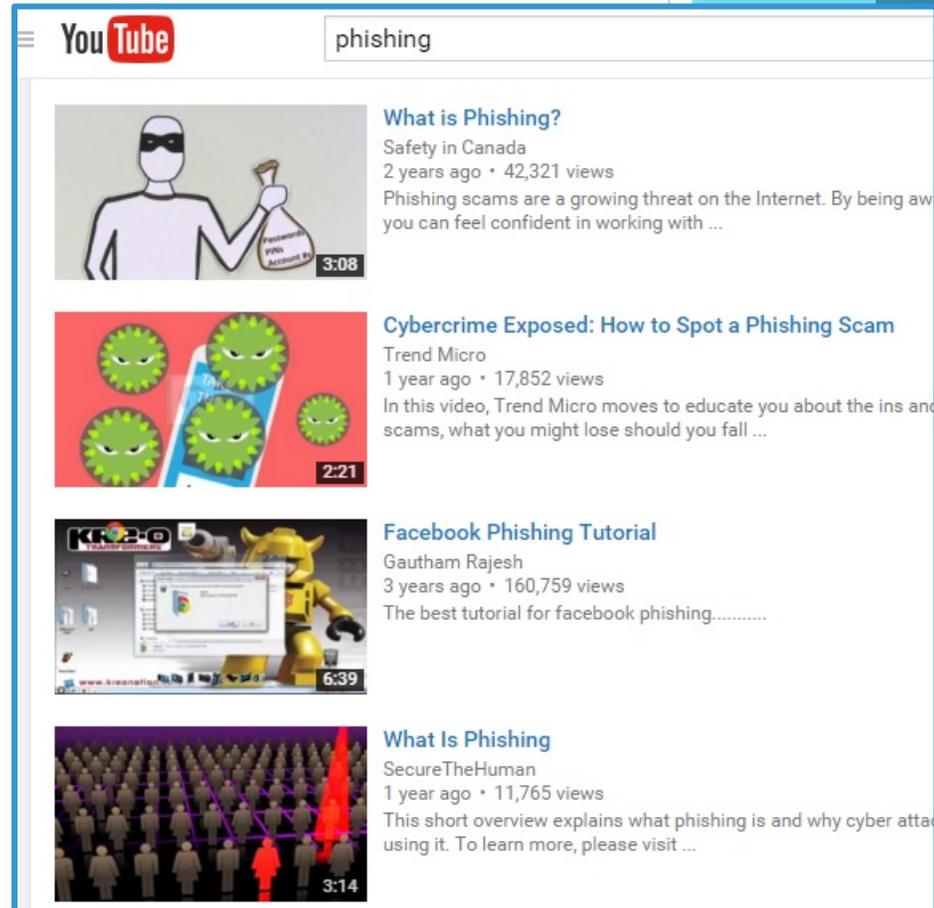
Books

- ▶ Set up categories according to areas of interest
- ▶ Advertise on how to access
- ▶ Some have the ability to have chapters downloaded to mobile devices

Personal (Home) System Security	
	The Essential Guide to Home Computer Security
	Mobile Device Security for Dummies
	Simple Computer Security: Disinfect Your PC
	Simple Computer Transfer and Backup: Don't Lose your Music and Photos

Videos

- ▶ Locate and advertise
- ▶ Create if you can
- ▶ Point to them from
 - ▶ Newsletter
 - ▶ Security tips
 - ▶ Online courses
 - ▶ Website
 - ▶ Course catalog



The image shows a screenshot of a YouTube search results page for the keyword 'phishing'. The page features four video thumbnails with their respective titles, channel names, view counts, and descriptions.

- Video 1:** **What is Phishing?** by Safety in Canada. 2 years ago, 42,321 views. Description: Phishing scams are a growing threat on the Internet. By being aware of them, you can feel confident in working with ...
- Video 2:** **Cybercrime Exposed: How to Spot a Phishing Scam** by Trend Micro. 1 year ago, 17,852 views. Description: In this video, Trend Micro moves to educate you about the ins and outs of phishing scams, what you might lose should you fall ...
- Video 3:** **Facebook Phishing Tutorial** by Gautham Rajesh. 3 years ago, 160,759 views. Description: The best tutorial for facebook phishing.....
- Video 4:** **What Is Phishing** by SecureTheHuman. 1 year ago, 11,765 views. Description: This short overview explains what phishing is and why cyber attackers use it. To learn more, please visit ...

Training Catalog

- ▶ Print and share
- ▶ Make it available online
- ▶ Include a list of all that may be helpful or available to different audiences



Emotional Regulation

- **Emotional Regulation.** Maintaining emotional control appropriate for the situation. Focusing attention on solving the problem and at the same time maintaining self-esteem and dignity for all involved.

Online Courses

Books

Videos

Instructor-Led Courses



Problem Solving

- **Approach to Problem Solving.** Encouraging independent work and thinking and anticipation of problems. Soliciting input and opinions from others on problems and their solutions. Advocating with upper management when things go wrong.
- **Collaborative Problem Solving.** Engaging in collaborative problem solving. Reaching outside the organization to facilitate problem solving and work enhancements.
- **Personal Problem Solving.** Addressing each person as an individual and encouraging people to prioritize personal activities using their own criteria.

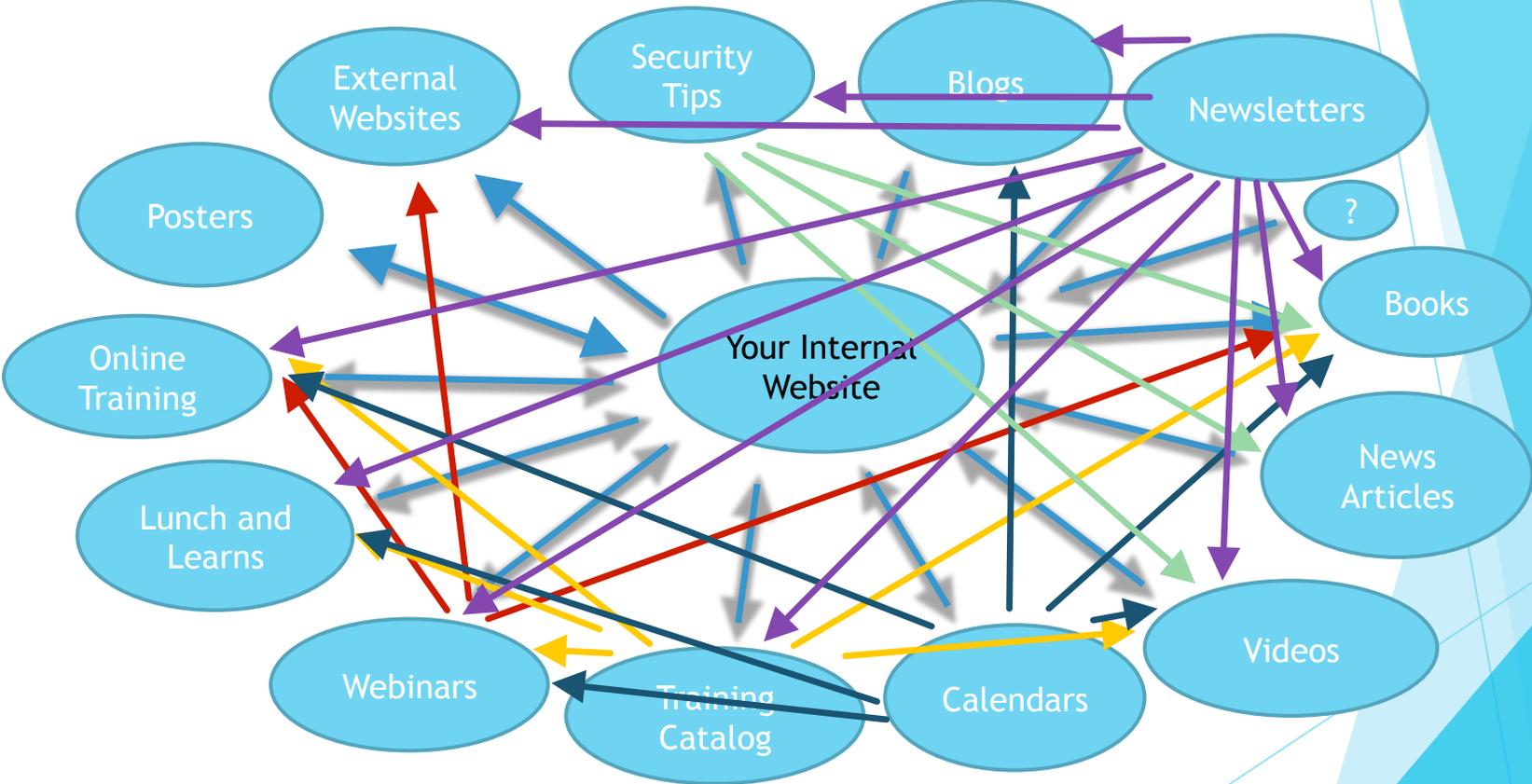
Online Courses

Books

Videos

Instructor-Led Courses

How it all “fits” together



For Your Technical Learners

- ▶ Examples:

- ▶ Internal security alert listserv that bundles many of the common alerts.
- ▶ List of external websites that list security concerns and alerts.
- ▶ Technical webinars with experts to help them learn more about a topic and give them an opportunity to ask questions

Questions?

